The DEScriber

CPS Institute Celebrates First Graduating Class

By Odile Robinson

In Brief

People are our focus. We value and respect their dignity, unique perspectives and abilities.

DES Director John L. Clayton addresses the first CPS Institute graduation class.

Leaders, supporters and friends celebrated the graduation of the first classes of the Child Welfare Training Institute on April 17, 2002. Mr. John Clayton , Director of the Department of Economic Security, congratulated the graduates on completing the 12-week Integrated Case Manager Core which began January 7. Mr. Clayton stated that this new beginning has been long awaited, and is the result of the vision, efforts and hard work of many people. It is a first step towards providing consistent quality services for children and their families. Mr. Clayton encouraged the graduates to continue to develop and master their profession to achieve the highest standards.

Anna Arnold, Assistant Director for the Division of Children, Youth and Families, echoed his sentiments to the graduates and the assembly. Ms. Arnold presented the certificates to the graduates while those in the attendance applauded. Among those attending were Nancy Mendoza, Deputy Director; Dolores Reid, Assistant Deputy Director; Flora Sotomayor, Children & Family Acting Program Administrator, and a host of supporters from

Director's Column

By John L. Clayton

How does one capture in just a few words the essence of the passionate commitment and nurturing spirit that exemplify Arizona's foster families? I will start by simply thanking Arizona's foster families for providing safe, nurturing homes for over 6,000 children who await reunification with birth parents or relatives, or when that is not possible, adoption. Our foster families meet a very special responsibility by ensuring that children in need receive the attention, love, respect, compassion, health care and education they need to make a successful transition to adulthood. For these reasons, Arizona's foster families deserve our gratitude and respect for the work they do every day to ensure children receive the support they need at a traumatic time in their lives. We should all recognize the valuable and inspirational contributions of Arizona's foster families during this *National Foster Care Month*.

There are over 1,700 licensed foster homes in Arizona. The following are brief introductions to just some of the many dedicated foster families, which are the foundation of our foster care system:

Helen and **Wilbur** have served as foster parents for over 100 children over the course of the past 32 years. No assignment has been too challenging for this giving couple who describes their mission simply as one of giving back to the community.

Bettie has provided foster care to over 326 children and has adopted children. Bettie has also volunteered as a Court Appointed Special Advocate.

For over 21 years, **Angie** and **Ken** have served as foster parents to children with special medical and physical needs. They too have adopted children.

Connie is a single parent and serves as the foster and adopted parent of four children with cerebral palsy. Connie's service to children with special needs helps fill a significant void in our service delivery system.

I am proud of all our foster care providers as well as the many dedicated child welfare professionals that we honor this month. I encourage you to take a moment to acknowledge these individuals for their excellent public service. Please thank them for the invaluable work they do.

Finally, the need for temporary parents continues to rise. Without the support and commitment of loving, nurturing families like yours, children in need will not be able to grow into healthy, productive adults. Children remain our greatest resource and they carry with them the shape of tomorrow. There is no greater honor or duty than to take part in nurturing and guiding our children through difficult phases in their lives. While many Arizona families have responded to our plea to become foster families, I urge you, your friends and relatives to consider taking on this most admirable and rewarding cause.

> "There is no greater honor or duty than to take part in nurturing and guiding our children through difficult phases in their lives."

. . . .

Loneliness and the feeling of being unwanted is the most terrible poverty.
— Mother Teresa

2002 Spirit of Excellence

DES Director John Clayton

DES Deputy Director Bruce Liggett

DES Deputy Director Nancy Mendoza

Director Clayton with AZ F.I.R.S.T. representatives, the winners of the 2002 Spirit of Excellence Awards.

Gloria Diaz, Deputy Training Director

DES team receives 2002 Spirit of Excellence Award

By Gloria Díaz

The 2002 Spirit of Excellence Awards Program is coming to a close. Congratulations to everyone involved in the ten DES projects that were submitted for consideration.

An especially big congratulation to those who worked on the Arizona Families F.I.R.S.T. (Families in Recovery Succeeding Together) initiative. This project will be awarded the Governor's Excellence Award, the higher of the two award categories.

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2002 Spirit of Excellence

The list of DES projects that was submitted for consideration is very impressive and highlights the wonderful work being done by this department.

AZ F.I.R.S.T. – This is the initiative to implement Senate Bill 1280, which provides the opportunity for families to overcome the barrier of substance abuse in order to reach permanency for children, family reunification and self-sufficiency.

Child Support Enforcement Network CSI (Case Status Information) – This project allows for the electronic transfer of information nationally between the Department of Economic Security, Division of Child Support Enforcement and other state child support programs. This process makes it possible for child support cases across the country to be processed more timely and more efficiently by locating absent parents and establishing payment of child support. This results in improved well-being for Arizona's children.

DES Diversity Task Force – This group is working to develop a diversity-appreciation strategy. Once in place, this initiative will enhance employee satisfaction, performance, productivity and customer service. It will be an important component of the Department's recruitment and retention activities.

DES Regulatory Consolidation – This project was established in response to concerns expressed by DES Administrators and stakeholders of inconsistency between licensing entities, lack of enforcement for violations of rule and statute and an inherent conflict of interest that existed because the same division that contracted for providers also regulated those providers.

Eligibility Interviewer Selection Workgroup – The process established by this workgroup has enabled hiring supervisors within the Family Assistance Administration to recruit and hire critical staff in a timely manner. The workgroup designed a streamlined process that ensures recruitment of qualified job candidates, while reducing vacancy cycle time and improving new employee training scores.

Community Action Programs & Services Funding Formula Advisory Committee – The recommendations developed by this committee will make significant contributions in improving services to external customers and in establishing or improving partnerships with other service organizations. The ultimate benefit will be to the local communities served by the Community-Based Organizations as funds will be distributed to areas in most need as reflected by valid, statistical data.

PC Training – This project was established as a strategy to help meet DES's goals to improve performance and to increase employee satisfaction. By outsourcing PC training, this project has resulted in increased training capacity, a more cost-effective training delivery method and quality service to DES staff.

Remote Claims Project – This project was initiated to automate the process for filing claims for Unemployment Insurance (UI), enhance customer service and to improve operating efficiencies. The result of this group's efforts is the implementation of a telephone-based system for filing UI claims.

The Rehabilitation Services Administration (RSA) Videoconferencing Project – This project enabled RSA to successfully resolve major challenges it was facing, namely, how to train new staff statewide while managing travel and lodging expenses and time away from work. Thanks to the efforts of this workgroup, there are now four videoconferencing centers around the state being used to conduct training, enhance communication and even facilitate distance learning through the University of Arizona.

Workplace Violence Avoidance – This initiative takes into consideration the fact that employee safety and security are an important factor in DES's ability to meet the needs of our customers. This initiative also recognizes that by keeping DES facilities safe for the staff, we keep them safe for our clients. The three major components of this initiative are the reconfiguration of the most vulnerable DES offices to ensure a more secure environment, the implementation of mandatory official DES employee and volunteer identification badges, and the design and presentation of training on workplace violence avoidance.

In addition to recognizing the good work done by these workgroups and teams for the benefit of our clients and staff it is important to note that many of the projects include partnerships with stakeholders and partners.

All of the staff involved in these 10 projects will be honored in an upcoming DES Spirit of Excellence Celebration.

the Legal, and Child Welfare and Behavioral Health Communities. The Central Office and District staffs were also well represented.

Odile Robinson, Training Administrator, provided the overview of the Institute and the new Integrated Core Curriculum. The Curriculum includes the Mission and Goals of the Agency and an intensive classroom and field experience for the newly hired case managers. Mrs. Robinson was pleased to introduce the training officers, the CHILDS trainers, and the District Training Supervisors, who all shared in the training of the case managers. As the Institute continues in its development, classes will be made available for ongoing experienced workers, supervisors and Human Services Workers to increase their knowledge and skills. These advanced and specialized courses will provide continuous quality improvement, a major goal of the agency.

Everyone involved felt the graduation was a good beginning for the trainees and the Child Welfare Institute.

DDD Provides Voter Registration Forms

The Division of Developmental Disabilities in compliance with the National Voter Registration Act has voter registration forms available at local Division offices. Voter registration is required for voting in both federal and state elections. Once you register it is permanent and re-registration is necessary only if you change your name, address or party affiliation. Support coordinators can assist persons with completing the form and with finding answers to general questions regarding registration and voting. Call toll free at 1-877-THE-VOTE (1-1877-843-8683) for more information on registration qualifications, polling places and early voting.

Upcoming Election and Registration Dates

Primary Election will be held September 10. Registration closes at midnight on August 12 for the Primary Election.

General Election will be held November 5. Registration closes at midnight on October 7 for the General Election.

Scanning Removable Media for Viruses

By Richard Porterfield

Every DES desktop PC or laptop (those with a floppy disk or CD drive) must be running Network Associates MCAfee VirusScan. If you are actively running the Virus Scan software, there will be a "V-Shield" icon usually in the bottom-right of the Task Bar.

Contact your LAN manager if you do not see this icon:

If you use a floppy diskette or CD at home in your personal or telecommuting computer and/or bring in a floppy diskette or CD from home, the floppy diskette or CD must be scanned for viruses before use in any DES computer system. To scan for viruses, you must run the Virus Scan software. To access the Virus Scan software, double click on the "My Computer" icon on your desktop.

removable media such as floppy diskette drive, CD-ROM, etc.) then you must contact your LAN manager in order to move files (data) between your work PC desktop and your home or telecommuting PC.

Select (right-click) the removable drive that you wish to scan - 3 1/2 Floppy, CD-ROM or Zip Drive and select Scan for Viruses (as shown in figure 1).

Check mark to include subfolders and compressed files and to scan All files. When ready, click on the Scan Now button (see figure 2). By default, you will be prompted if Virus Scan dicovers a virus. You must clean (disinfect) the file. Always contact your LAN manager if Virus Scan detects a virus whether it is cleaned, quarantined or deleted.

Note: If you use a Network Computer (NC) at work - a computer without any
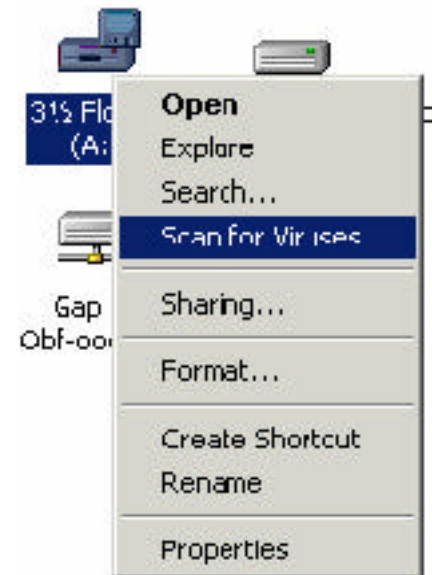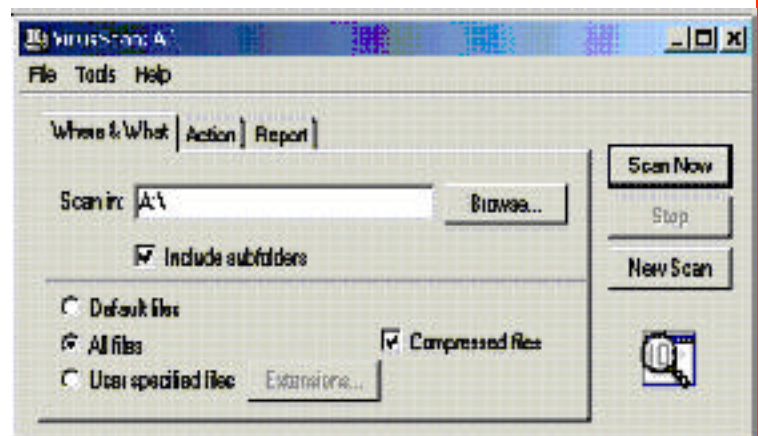
Figure 1

Figure 2

DES Internet Implementation Project

By Barbara Bird

The demand for Internet access to public information regarding state services and programs is changing the way we build and support Information Technology (IT) business solutions. Internet technologies linked by fast, seamless and stable networks have resulted in increased pressure on state agencies to bring state services online. Meeting the demand for electronic delivery of DES services requires extending core business functions and processes out to end-users, venders, and services using wev technologies.

A year ago, the department launched the Internet Implementation Project to establish a centralized corporate Internet site in an effort to respond to the public demand for access to DES services via the Internet. The project objectives were to:

■ Define, develop, and implement a centralized DES web environment.
■ Upgrade and expand the current web hardware and software environment to meet the increased demand for electronic service delivery to DES clients, business partners and employees.
■ Establish enterprise-wide Internet policy, procedures and standards for the development and deployment of consistent and secure web-based solutions.
■ Establish a centralized E-government organization to manage and direct DES Internet initiatives and to enforce common infrastructure standards.

The project is based on a "build it once" approach with coordinated planning to ensure consistency, "one face to DES services," interoperability,

ease of use, and security. Full implementation will improve the department's ability to provide the public with Internet access to DES information and services; provide DES employees with Intranet access to Internal information, systems and services; and provide secured online business access through an Extranet for DES service providers, venders and business partners.

To complete the many project tasks, teams comprised of division and program staff throughout the agency were established to work on the project on a part-time basis. Each team was responsible for a predefined set of tasks and deliverables that included a new DES Internet and Intranet web site design; standard page templates; standards and guidelines for web page content; and web site publication policy and procedure. Team products and recommendations were presented to the Information Technology Advisory Board for consensus. The Board then forwarded agreed upon recommendations to the Executive Team for final approval.

The project teams' significant accomplishments include:

☐ Internet and Intranet standard page templates.
☐ A new DES portal page and Intranet design.
☐ Internet and Intranet style guides and standards.
☐ Internet and Intranet static page publication and development procedures.
☐ Static content tools standards.
☐ Internet and Intranet hardware and sofware production environments.
☐ Internet and Intranet development,

test and production taxonomy standards.
☐ "E-Gov" Organization recommendations and "E-Gov" Organization position descriptions.
☐ Divisional delegated authorities and individuals authorized for Intranet publication.

The accomplishments to date primarily support what is referred to as "Static Content" management. Static content web pages contain information that changes infrequently; such as information about the purpose of a division or program, contact information, office locations etc. The next phase of the project will address standards, processes and procedures to support the management of "Dynamic and Interactive" Web Pages. These pages change often or dynamically each time a user reloads or returns to the page. An Interactive page may be structured based on user input and linked to an application database that presents different information depending on the user's profile, input or reponse.

The new DES Internet site can be viewed at http://www.de.state.az.us. In the following months the DES Webmaster will work with division and program Content Authors to assist in migrating their sites to the new page templates. Also stay tuned for the introduction of the DES Intranet. The site can be viewed at http://www.des. Please send questions and feedback on both sites to: webmaster@mail.de.state.az.us.

Project status, presentations and general information is available for review in Outlook under the folder structure: Public Folders\ All Public Folders\ AZDES Public Folder\ Internet Project Information.

Bring Your Child to Work Day

Deputy Director Bruce Liggett and Assistant Director Tom Colombo welcome DES employees' children.

DES Data Center Services

*By Barbara Bird

The successful delivery of DES services is dependent upon numerous and complex Information Technology (IT) systems. These systems operate on varied department hardware and software platforms, however, the vast majority of all IT functions performed in DES are dependent on the operation of the Data Center. The Data Center houses the DES mainframe computer system and the central network hub. This centralized infrastructure provides:

· Access to 300 DES offices statewide.

· Inter-agency links with the Departments of Transportation, Revenue and Administration.

· External links to entities such as the American Job Bank, the Social Security Administration and Maricopa and Pima Counties.

· A satellite link to Lockheed Martin in Florida.

The Data Center has experienced continued expansion and growth since the formation of the department. It is the largest state agency data center processing in excess of 2.5 million on-line transactions per day. The center produces over 4 million pages of printed output per month, have an inventory of 50,000 tape cartridges, and supports 2.5 terabytes of direct access storage. The Data Center growth in hardware, software and application systems has created a mission critical environment that requires 24 hour per day, 7 day per week operational support.

Data Center support is provided by personnel assigned to five organizational units: Computer Operations,

Operations Support, Operations Control, Quality Assurance and Data Entry Services. These units are responsible for maintaining a stable mainframe operating environment to support DES employees, clients, business partners, stakeholders and other state agency personnel. Mainframe operation functions are subject to inflexible deadlines and require sustained 24 hour per day operation. Data Center personnel work both 8 and 12

hour rotating shifts, 365 days a year including Thanksgiving and Christmas to provide continuous coverage.

Computer Operations is responsible for processing all DES batch and online systems through tape room operations, print room operations, and through the operation of the mainframe console by monitoring all system and application processes. **Operations Control** makes job control language changes, handles all production job requests, production job documentation, output report distribution, the tape library, offsite tape storage, and fiche processing. **Operations Support** schedules production batch jobs, modifies incoming job control language, handles abnormal program terminations,

and creates and modifies laser forms for customers. **Quality Assurance** is responsible for the migration of application programs and associated members to the production environment. They also provide technical support and assistance to Systems and Programming staff for compilers and application software tools. **Data Entry Services** manages the department's outsourced data entry services vendor.

Data Center personnel fill a key role in supporting the delivery of quality integrated services. They work "behind the scenes" to sustain 24 hour per day mainframe operations in a restricted access environment. Due to the nature of their jobs, they are not well known. While other DES employees are not at work, Data Center staff are busy preparing for and processing the myriad of online and batch jobs to meet the IT needs of the department.

If you would like to tour the Data Center and meet some of the staff, tours are conducted on the first Monday of each month from 9:30 – 10:30 am and on the third Wednesday of each month from 2:30 – 3:30 pm. Please contact Sheila Parlato at 542-0557 or e-mail sparlato@de.state.az.us to sign up for a tour.

The Data Center staff is committed to providing quality customer service. Please contact Barb Bird at 542-0598 or e-mail bbird@de.state.az.us with recommendations or suggestions on how to improve our service delivery and methods of communication.

*Barbara Bird is the DES Data Center Services Manager.

Retirements

Frankie Bauer	DCSE	11 years of service
Jean Mosley	DERS	27 years of service
Toni Olms	DCYF	34 years of service
Nellie Smith	DCYF	17 years of service
Donna Wadsworth	DDD	18 years of service
Dorothy Bafaloukos	DERS	19 years of service
Angie Blanco	DDD	26 years of service
Cecilia Conrad	DESS	11 years of service
Charlesetta Spraggins	DCYF	20 years of service
Gerry Steele	DERS	31 years of service
Robert R. Ameln	DCYF	28 years of service
Linda Garbade	DERS	19 years of service
Ronald F. Goodman	DCSE	23 years of service
Alice Neuwirth	DERS	28 years of service
Raith Rupp	DBME	19 years of service
Ron Simon	DESS	30 years of service
Judith A. Swanson	DERS	26 years of service
Maria Torres	DBME	27 years of service
Judith Cavin	DCSE	8 years of service
Attila Csaki	DERS	12 years of service
Michael Gordon	DTS	25 years of service
Marian M. Sparling	DERS	31 years of service
Ramon Mungaray	DERS	34 years of service

Career Achievements

20 years:
Michael A. Carrothers	DERS
David S. Dumoch	DCYF
Joe E. Fiegl	DERS
Lynda M. Foldesh	DERS
Susan A. Foster	DDD
Federico Leyva	DBME
Richard Grady Jr.	DACS

25 years:
Sylvia O. Argel	DBME
Lauretta Begay	DBME
Mary E. Dickman	DBF
Yolanda Garcia	DDD
Phillip Hersha	DERS
Joseph M. Kessler	DCSE
Jack M. Ovitt	DDD
Lee J. Ricketts	DDD
Charles W. Sims	DDD
James J. Bensfield	DBME
Deborah S. Nishikida	DCYF
Carol C. Ricks	DACS
Alexis A. Thompson	DDD
Monte R. Wheeler	DBF

30 years:
Carolyn J. Potyka	DERS
Rodger D. Alston	DERS
Kathleen Jones	DCYF
Michael V. McEntire	DBME
Barbara S. Peterson	DERS
Barbara A. Ruddy	DESS
Deborah J. Solberg	DCYF
Tom J. Taylor	DBME

35 years:
Charles E. Jenkins	DERS
Robert A. Hamlin	DCYF

Shipman Named State Coordinator

The Department of Economic Security has announced the appointment of Charles Shipman as the new state coordinator for the Refugee Resettlement Program.

Prior to joining the Arizona program, Shipman was the director for the Vermont Refugee Resettlement Program since 1993.

Shipman earned his bachelor's degree in political science and pre-law from Calvin College in Grand Rapids, Mich. He also attended the University of Vermont where he studied Russian.

Bragging Writes

To Elise Nordbrock, Division of Employment and Rehabilitation Services, Prescott

"I would like to take a moment to let you know what a great employee Elise is. She helped me above and beyond the call of duty. It is not often that people take time to help out as much as you did. You were nice and understanding and most of all helpful."
D. M.

To Maria Prieto and Francisca Gonzalez, Division of Employment and Rehabilitation Services, Yuma

"In trouble times comes angels of mercy. I would like to express my appreciation to you and your staff and bring to your attention that in one of the darkest moments of my life came one of those angels with guidance and encouragement: Francisca Gonzalez. Meeting with her it did not take long to figure out that she does her job well, also it was from her heart. I was not just another number in the system. She handled me up front and personal as an individual. At this point in my life I needed to know that my world had not ended, it had just begun. She opened doors and showed me a whole new way of life. Kindness of this magnitude can not go un rewarded. I wanted to take this opportunity to thank you for your hard work and your love for what you do. You treated me with courtesy and compassion."

To Mary Moran, Division of Employment and Rehabilitation Services, Yuma

"Compliments are seldom awarded to those who are deserving of them. In the short time that I have been involved with DES, a number of things has caught my attention: teamwork and knowledgeable. These things are taught as part of the job. Mary has gone beyond the call of duty in restoring my faith in myself. Showing me the way back into today's work place, also showing me what I have to offer and how to market it. I attended Mrs. Moran's workshop along with some others. The air was thick with skepticism and faces of despair but that was quickly changed once she began to talk. Talking to us not talking down to us. Treating us with respect and kindness. Approaching as a friend with a hand up, leaving us with our dignity. These skills that can not go un-rewarded. This letter is a reflection of a person that takes her job very seriously and gives so much of herself. Thank you."
V. S.

To Dorothy Cross, Division of Employment and Rehabilitation Services, Phoenix

"I wanted to take this opportunity to thank you for all that you have done for me. When I became your client, I was going through one of the worst times in my life. I had lost all confidence in myself and my ability to overcome the obstacles I was facing. I was very depressed and embarrassed about needing help. But you handled everything so well Dorothy, sending me to counseling before sending me out to job search. That helped me get my head focused on what I needed to do. Then you gave me the opportunity of a lifetime, the chance to volunteer with Child Protective Services. I have learned so much from them and I have received an incredible amount of support and ecouragement. They helped me with my resume and gave me excellent references when the Post Office and Arizona Corporation Commission called me for an opening. Dorothy, I feel as if you made all this happen for me and I want to thank you from the bottom of my heart. It takes a very special person to help someone the way you helped me Dorothy, and I will always be grateful for the assistance and encouragement you offered me. Thank you again."
T. A.

Arizona Department of Economic Security
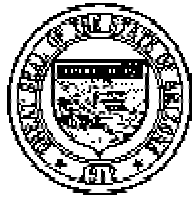
Jane Dee Hull, Governor
John L. Clayton, Director

Quality Counts

B y   G l o r i a   D i a z

How Much Would You Pay?

Have you ever looked at a price tag while out shopping and decided the item you were looking at wasn't worth the price being asked? Have you ever had quotes or estimates for repairs to your car or work on your house and felt it was too much; If so, you have experienced the free market. That's the economic principle fundamental to our democratic society. The market determines price. Sellers can charge whatever amount buyers are willing to pay. When too many buyers decide a product or service isn't worth it, and go to a competitor, the seller must do one of two things – lower the price, or improve the quality of the product or service so that it is worth the price.

How does that apply to the delivery of human services, the business we're in? Our customers do not pay directly for the products and services they receive from us. If you started charging, would your customers be getting their money's worth from you? DES customers can't go to a competitor, but, what if they could decide to purchase from a competitor who charged

less? Would you be able to demonstrate that the quality of what you do is worth the higher price?

Put yourself in the shoes of your customers – external customers, DES clients or internal customers, DES employees. If you had to develop a price list for the various products and services you provide to your customers daily, what would you charge? How much is what you do worth? Would your customers be willing to pay it? Would you be willing to pay for the work you do? Would your customers get their money's worth? If not, how would you improve the quality of your work so that it would be worth it?

Think about what you do and how you do it as if it were a business. Take pride in providing products and services that offer value and high quality. Consider developing a price list for your work. Keep it in your desk drawer. Look at it periodically and ask yourself, *"Are my customers getting their money's worth from me?"*